Business Plan
2016–2017

Service Nova Scotia

NOVA SCOTIA

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Message from the Minister

As Minister of Service Nova Scotia, I am pleased to present the Office's Business Plan for the 2016-17 fiscal year which outlines how Service Nova Scotia will further the government's priorities of People, Innovation and Education. This, in turn, will contribute to the economic and social well-being of Nova Scotians.

Service Nova Scotia delivers a diverse range of programs and services to citizens throughout their lives - from the issuance of birth, marriage and death certificates; service delivery of the land, joint stock companies and motor vehicles registries; consumer protection; licensing and regulation of alcohol and gaming activities; administration of the Heating Assistance Rebate Program; and so much more.

Everything we do is focused on serving the people of Nova Scotia. Whether in our Access Centres, by phone or online, our role is to deliver high quality services to citizens and businesses. In the coming year, Service Nova Scotia will continue to support government's innovation priority by focusing on continued red tape reduction and modernization of legislation, programs and services which will contribute to creating a climate for private-sector and social enterprise growth. **As the client-facing, service-delivery arm of government, our vision is that Service Nova Scotia will continue to raise the bar and become a public sector service leader.** Finally, we will continue to expand the number of opportunities for our clients to receive government services online, and position the province as a leader in public sector online service delivery.

We are proud of the work we do to serve Nova Scotians. Ensuring that we are able to deliver on our mandate requires an innovative, nimble and dedicated workforce that delivers its best each and every day to ensure clients are served with excellence. This past year we introduced several new initiatives which are helping us deliver on our service excellence and modernization mandate. For example, we introduced new process initiatives, a seasonal workforce in Access Centres, and launched two new online services bundles which are reducing the time business owners have to spend accessing government information and completing online transactions.

I want to acknowledge and thank each and every member of the Service Nova Scotia team for their ongoing work to serve the citizens of Nova Scotia.

I look forward to working with the Service Nova Scotia team in the coming year as we continue to advance our service excellence mandate, create a legislative environment that fosters business growth and a strong economy, and undertake the responsible and efficient management of financial resources. Together, we will raise the bar.

Sincerely,

Mark Furey
Minister, Service Nova Scotia

Service Nova Scotia Mandate

The Office of Service Nova Scotia was created in April 2014 to deliver and administer high quality, accessible services to citizens and businesses through a diverse range of programs for the public good. Service Nova Scotia plays a key role in making it easier for citizens to interact with government, and conducts over five million client interactions each year. The Office is focused on service excellence - in-person, online or by phone - and on reducing red tape.

Services include consumer protection, including residential tenancies; access to government services and programs; services relating to drivers and vehicles; administration of vital statistics, business and property registries; liquor control, film licensing and gaming control; and the collection of debts on behalf of government departments and entities.

Government Priorities

Government's priorities are centered on three areas: People, Innovation and Education. Service Nova Scotia activities directly support the achievement of Innovation goals and indirectly support the other two priorities – People and Education – through its core responsibilities.

In particular, Service Nova Scotia supports government priorities through the achievement of high standards of service excellence in our interactions with the people of Nova Scotia. We will leverage innovative technologies to achieve sustainable delivery of programs and services and reduce red tape.

Priority and Outcomes

Innovation: Nova Scotia has a strong and globally competitive economy and a sustainable, modern government.

Goals

- Create the climate for private-sector and social-enterprise economic growth to support the ONE NS economic goals.
- Innovate and achieve sustainable delivery of public services.

Actions

- Service Nova Scotia's focus on red tape reduction and modernization of legislation, programs and services will contribute directly to the creation of a climate for private-sector and social-enterprise growth.
- We will support government's goal to innovate and achieve sustainable delivery of public services by evaluating options for enhanced service delivery in land, motor vehicle and business registries.
- Service Nova Scotia will continue to expand its NS Online platform which delivers government programs and services to citizens and the business community in new and innovative ways.

Inputs

Work will be undertaken within existing budget and FTE allocations.

Performance Measures

Performance will be measured by the number of red tape reduction initiatives completed, and the annual percentage increase in online transactions.

Core Responsibilities

Service Nova Scotia Core Services, Outcomes and Goals

Service Nova Scotia has identified four aims as key areas of focus to deliver on our mandate. They are:

1. Achieve the Highest Quality Program Outcomes
2. Make it Easier to Interact with Government
3. Continuously Improve our Processes
4. Make Service Nova Scotia a Great Place to Work

Actions

To achieve the highest quality program outcomes:

- Continue to modernize legislation and reduce red tape, including:
  - Modernize the Residential Tenancies Program to provide more convenient access to hearings for both the property owners and tenants.
  - Enable the sale of pre-need insurance through funeral homes.
- Implement a quality framework for achieving operational excellence.
- Optimize public sector debt collection.

To make it easier to interact with Government:

- Modernize citizen-facing programs and processes. Initiatives include:
  - Continue development of online licensing for hunting and fishing.
  - Develop a digital model for Heating Assistance Rebate Program (HARP) applications.
- Advance and support government wide initiatives, including:
  - Continue to enhance access to information, services, licensing, and programs online for individuals and businesses through NS Online.
  - Advance the Open Government initiative by release of datasets to improve the way government serves, reports to and partners with citizens and businesses.
  - Continue to support 211, which connects Nova Scotians to a full range of non-emergency social, health, and government services in their communities.

To continuously improve our processes:

- Modernize Service Nova Scotia processes and procedures through ongoing quality improvement initiatives, including the adoption of Lean Six Sigma.
- Ensure resources are effectively managed. Supporting initiatives include:

- Issue a joint Request for Proposal - for a Registry of Motor Vehicles photo card system - with Atlantic jurisdictions.
- Redeploy organizational resources to deliver on our mandate.

To make Service Nova Scotia a great place to work:

- Develop a culture of performance excellence aligned with the Government of Nova Scotia *Pride in the Public Service* strategy.

Inputs

Our financial and human resources are aligned to deliver our core services and our aims.

Performance Measures

	Baseline 2014/15	Result[1] 2015/16	Target 2016/17
Annual percentage increase in debt collection	0.6%	n/a[2]	3%
Number of Service Nova Scotia open data sets available online	0[3]	5	20
Percentage of in-person clients served within 20 minutes	72%	54%	80%
Percentage of calls answered within 20 seconds	46%	41%	70%
Annual percentage increase in online transactions	n/a[4]	1.7%	5%
Number of red tape reduction initiatives completed	0[3]	5	10
Percentage of digital uptake for online vehicle permit renewal services	32.3%	33.6%	40%
Percentage variance of period 10 budget forecast to year-end actuals	1.5%	n/a[2]	<2%
Absentee rates (days/FTE)	17	n/a[2]	16

Note(s):

1. Q2 results provided where possible.
2. Annual measure; result available in second quarter of following fiscal year
3. Last actual (baseline) is zero as the initiative was not yet implemented.
4. Baseline data not available due to change in calculation and tracking.

SNS Expenses Summary

($ thousands)

Programs and Services	2015-2016 Estimate	2015-2016 Forecast	2016-2017 Estimate
CEO Chief Executive Office	280	375	379
Client Experience	39,765	39,370	39,045
Strategy and Corporate Services	12,495	13,510	11,048
Program Modernization	28,455	27,530	29,480
Total - Departmental Expenses	80,995	80,785	79,952
Ordinary Recoveries	2,139	537	2,402
Funded Staff (# of FTEs)			
Department Funded Staff	670.0	616.5	652.0*

Note:
For Ordinary Revenues, see Estimates and Supplementary Detail Book, Chapter 2
For TCA Purchase Requirements, see Estimates and Supplementary Detail Book, Chapter 1

*Includes the following transfers to other government departments:
8 FTE's transferred to Finance and Treasury Board on April 1, 2016
1 FTE transferred to Internal Services on April 1, 2016